







Regional License and Permits Program

Oversight Group Meeting
June 7, 2016





Item E: Oversight Report, CO4 status

- Refer to handout, Oversight Monthly Report dated
 June 1, 2016
- June Report Status highlights:
 - Solution Foundation phase and Report specifications completed
 - 1 item pulled for go live from February tasks
 - Conversion round 2 for Washoe and Sparks validated on target
 - Reno self hosted progress for Move to Cloud, upgraded to 7.3.3.9.4 and 8.02
 - IVR connectivity in ONE environment for both Reno and Washoe
 - ACA configuration progress, SilverFlume interface testing



Item F. Payments to Accela, Project Plan

Change Order 4 Payment Status

| _ | | | 11 |
|---|-----------|-----------|---|
| | Payment # | Amount | Description |
| | 1 | \$16,650 | Progress Payment 1 (January) (5) To Be Analysis Document(s), (6) Accela Solution Foundation, (19) Report Specifications, (20) Report Development |
| | 2 | \$16,650 | Progress Payment 2 (February) (7) Historical Data Conversion Analysis Washoe, (15) APO Interface, (16) Admin Enforcement Interface, (21) Accela GIS Configuration, (27) Administrative Training, (25) User Experience |
| | 3 | \$16,650 | Progress Payment 3 (March) (10,14) Historical Data Conversion Development – Sparks Permits & Licensing, (17) State Business Portal, (12) Historical Data Conversion Development - Reno licensing, (18) BPVA (Scripting) All, (22) ACA Configuration |
| | 4 | \$16,650 | Progress Payment 4 (April) (24) EDR Configuration (23) IVR Consulting |
| | 5 | \$16,650 | Progress Payment 5 (May) (26) Move Reno to the Cloud (4/29/16) |
| | 6 | \$16,650 | Progress Payment 6 (June) (10) Historical Data Conversion Washoe, |
| | 7 | \$16,650 | Progress Payment 7 (July) (28) Train the Trainer |
| | 8 | \$16,650 | Progress Payment 8 (August) (30) UAT (8/12/16) |
| | | \$14,800 | 10% Holdback (Existing Contract) (31) Production Support (9/21/16) (32) Post go live Support and Transition to CRC (9/21/16) |
| | | \$148,000 | Total |

PAYMENT SCHEDULE

Accela will perform the Services on a monthly payment basis, as provided in this change order, and based on:

- The nature and scope of the Services and associated Deliverables as outlined in the attached Statement of Work Deliverables;
- · Accela's expected staffing requirements as outlined under change description;
- the approved project plan; and,
- Accela's and Agency's roles and responsibilities and the other assumptions set forth in the Statement of Work.
 Monthly progress is monitored through and determined by the approved project plan dated January 11, 2016 and assumes all agencies are going live on August 22, 2016.

Should Accela fall more than five (5) business days behind the plan and deliverable progress based on the project plan's critical path, the Agency may opt to withhold monthly payment until such a time as Accela has caught up on progress, providing that predecessor tasks assigned to the Agency are not responsible for the delay.

Should the Agency fall more than five (5) business days behind the plan and deliverable progress based on the project plan's critical path, Accela and the Agency will assess the impact to the project end date and determine if an additional change order is required, providing that predecessor tasks assigned to Accela are not responsible for the delay.

See also WC Comptroller Financial Report (handout)



Item F. Payments to Accela, Project Plan (cont.)

January 11, 2016 Project Plan

vs. <u>Current Project Plan</u>

| Project Plan Task | Target Date | | |
|--|-------------|--|--|
| Deliverable 8 - Historical Data Conversion Washoe & Health | 06/03/2016 | | |
| Deliverable 10 - Historical Data Conversion Sparks Permits | 02/15/2016 | | |
| Deliverable 12 - Historical Data Conversion Reno Licensing | 03/16/2016 | | |
| Deliverable 14 - Historical Data Conversion Sparks Licensing | 02/19/2016 | | |
| Deliverable 17 - State Business Portal (Silverflume Interface) | 02/15/2016 | | |
| Deliverable 18 - BPVA (Scripting) by Accela | 03/04/2016 | | |
| Deliverable 20 - Report Development by Accela | 11/06/2015 | | |
| Reno UAT Round 1 start date | 03/24/2016 | | |
| Sparks UAT Round 1 start date | 04/11/2016 | | |
| Washoe UAT Round 1 start date | 06/13/2016 | | |
| Superagency UAT Round 1 start date | 06/13/2016 | | |

| Project Plan Task | Target Date |
|--|--------------------|
| Deliverable 8 - Historical Data Conversion Washoe & Health | 06/10/2016 |
| Deliverable 10 - Historical Data Conversion Sparks Permits | 06/10/2016 |
| Deliverable 12 - Historical Data Conversion Reno Licensing | 06/10/2016 |
| Deliverable 14 - Historical Data Conversion Sparks Licensing | 06/10/2016 |
| Deliverable 17 - State Business Portal (SilverFlume Interface) | 06/10/2016 |
| Deliverable 18 - BPVA (Scripting) by Accela | 06/10/2016 |
| Deliverable 20 - Report Development by Accela | 06/13/2016 |
| Reno UAT Round 1 start date | 06/13/2016 |
| Sparks UAT Round 1 start date | 06/13/2016 |
| Washoe UAT Round 1 start date | 06/13/2016 |
| Superagency UAT Round 1 | |
| (now combined with each agency's UAT) | |

- ★= Critical Path Task
- Dates have shifted. Currently, no impact to go-live date of 8/22.
- Shorter time period for UAT cycle.



Item F: Project Plan, Timelines

INITIATION

TO-BE ANALYSIS SOLUTION FOUNDATION

BUILD

READINESS

DEPLOY

88% complete overall in Project Plan

Entering Stage 5 - Readiness (last phase before go live)

Activities

- Prep of UAT environment (TEST environment)
- Utilize UAT Test Plans
- Test End to End Processes in both AA & ACA (Data Entry, Scripts, Reports, Conversion data, Interfaces, Payment)
- Build Training Plans, Create Training Materials
- End User Basic and In Depth Training

Major Deliverables

- UAT
- Train the Trainer /Basic Training
- Data Conversion Signoffs
- All other Signoffs not previously completed



Item G: User Acceptance Testing

- Staggered dates were shown in Approved Project Plan from Jan 11
- Recent dates proposed by Accela for Washoe now are aligned for all agencies
- Allows for no impact to critical path and go live date
- Must complete UAT by July 29 to start End User Training on August 1
- Some risk still involved to meet these dates with status of scripting, ACA configuration, reporting and conversion issues.

| | Round 1 UAT begin | Round 3 conversion begin | Round 2 UAT begin | All UAT done, 100% records |
|---------------|----------------------|--------------------------------|-------------------|-------------------------------------|
| Reno | June 13 | July 1 | July 11 | Jul 29 |
| Sparks | June 13 | June 28 | July 11 | Jul 29 |
| Washoe/Health | June 13 | July 4 | July 11 | Jul 29 |



Item G: User Acceptance Testing (cont.,)

User Acceptance Testing Template created and adopted by ARC

| | А | В | С | D | E | F | G | Н | I | J | |
|----|----------------------------------|--|------------------------|---|------------------------|------------------------------------|--|---|-----------------|--|-----------------|
| 1 | Washoe - Planning | Process Checks | | | | | | | | | |
| 2 | Module Records | Create new record | Invoice application | Pay application (cash, check and credit card) | Post payment to SAP | Reconcile balance at end of day | Validate application information | Select agencies to review application | Assign workflow | As reviewing agency, approve with conditions | ou ^s |
| 4 | Record Type | During UAT for each Process Check: 1) enter Passed if process check is successful; or 2) enter text of issue is process check is unsuccessful 3) enter N/A if the process check does not apply to the record | | | | | | | ord | | |
| 6 | Abandonment | | | | | | | | | | |
| 8 | Administrative Permit | | | | | | | | | | |
| 10 | Agricultural Exemption | | | | | | | | | | |
| 12 | Amendment of Conditions | | | | | | | | | | |
| 14 | Appeal of Decision | | | | | | | | | | |
| 16 | Boundary Line Adjustment | | | | | | | | | | |
| 18 | Detached Accessory Dwelling Unit | | | | | | | | | | |
| 20 | Dev Code Amendment | | | | | | | | | | |



Item H: Proposed Training Plan

- Repurposed Deliverable 28 "Train the Trainer" to "Accela Basic End User Training"
- Slim agency staff to do basic training; Agency staff will do more focused in-depth training
- Maximizes training hours in contract, trains all users (348) on 'The Basics'
- Held at Regional Training Center Contingency fund use - not to exceed \$900
- Refer to Separate Draft Training Plan Handout dated
 June 7, 2016



Item I: Go Live Plan, Cutover Weekend, Potential impacts to Citizens

- 4 agencies to Convert
- Conversion time of 34 hours for Agencies
- Downtime needed:
 - Thursday evening, August 18, 2016 (close of business) to Monday 7am, Aug. 22, 2016
- Downtime in existing systems (closing doors) or no system use; <u>OR</u> continued use in system on Friday and double data entry Monday
- Notice to the Public



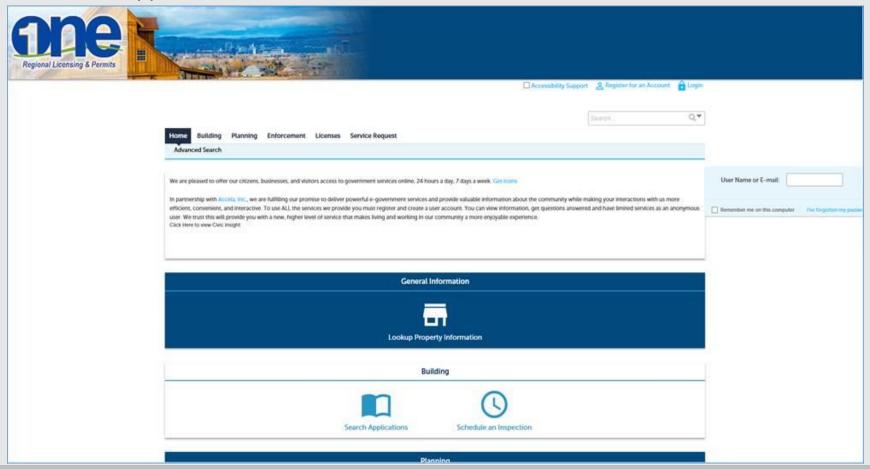
Item J: Update on Accela Citizen Access

- New Wrapper proposed by Accela
- More customizations allowed to meet our needs
- Easier maintainability
- Working with "External Citizen Team" to finalize and prep for citizen testing and training
- Possible use of contingency fund for citizen training handouts (July oversight)
- ACA functionality: Apply, Pay Fees, Schedule Inspections, Query/Search



Item J: Update on Accela Citizen Access

New ACA Wrapper





Item J: Update on Accela Citizen Access

List of Exposed ACA Record types (Application ability)

- District Health Department (26 services for Air and EHS)
- City of Reno (7 services Building and Licensing)
- City of Sparks (63 services Fire, Engineering, Planning, Building, Licensing)
- Washoe County (approx. 32 services Enforcement, Engineering, Planning, Licensing, Building (TBA)

See Complete List of ACA Record types for go live handout



Item K: Contract Status for ePayment Provider OPC

- Meeting held 6/3 to discuss setting up MID's and next steps
- Front counter use, EMV compliance
- Reno obtained approval from Council 4/13/16
- Sparks and Washoe approval anticipated 6/27/16 and 6/28/16

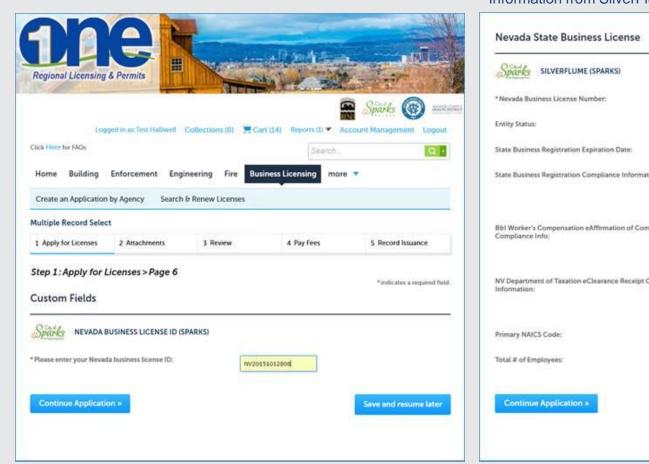


Item L: SilverFlume Interlocal Agreement

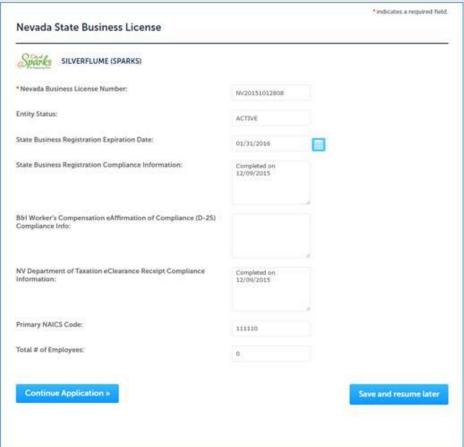
- Interface will be tested in UAT
- Approved by Washoe April 26, 2016;
 Interlocal signed by both Commission Chair and SOS Office
- Approved by Reno Council May 25, 2016
- Presentation to Sparks Council June 27, 2016
- Meeting with the SOS Office June 6, 2016



Item L: SilverFlume Status (cont.,)



Information from SilverFlume is returned for review

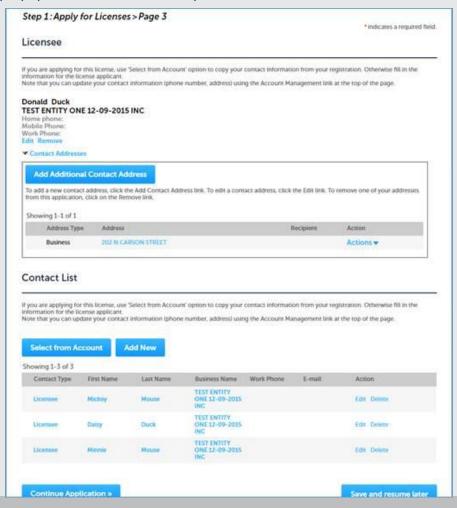


Interface was delivered in Dev Environment



Item L: SilverFlume Status (cont.,)

Licensee and Contact information is prepopulated for review and updates as needed





Item M: Announcements | Report | Updates

- Announcements
- Reports
- Updates



Item N: Future Agenda Items

- Updates on previous agenda items
- Items from the Oversight Group
- Next meeting
 - –Special Meeting:
 - Thursday July 14, 2016 Reno City Hall 10:00 am
 - Possible use of contingency funds for training material





O. Public Comment

P. Adjournment



